

Preferred Service and Support

Preferred Service provides you with a dedicated, multi disciplined IT department that offers you responsive support to all of your IT requirements. Preferred Service is sold in “block packages” where hours are pre-purchased at substantially reduced rates. Your Preferred Service account is opened and maintained with the number of hours you choose to pre-purchase. Service and Consulting time is then tracked against your account and reported to you on an ongoing basis.

"Whether hardware or software, call us and we will respond to all of your IT needs"

Features:

- ❖ All-in-One Support Contract
- ❖ 4 Hour after hours Telephone Response
- ❖ Priority One Scheduling
- ❖ Technical Consulting and Documentation
- ❖ On-Site Service of all hardware and software
- ❖ Emergency response for Mission Critical applications
- ❖ Next Business Day On-site Presence Guaranteed
- ❖ Multi disciplined, Accredited IT team at your finger tips
- ❖ **No Date of Expiration**
- ❖ Reduced hourly rate
- ❖ Installation of new equipment
- ❖ Semi Annual Preventative Maintenance Included
- ❖ Pickup & Installation of Serviced Equipment
- ❖ Loaner Equipment (limitations apply)
- ❖ One-on-One Training and Consulting - **Now Included**



TOSHIBA



OUR SERVICE DEPARTMENT TECHNICIANS HAVE MULTIPLE CERTIFICATIONS!

Microsoft, Dell, Lexmark, IBM, HP, Toshiba, Linux, A+ and many others!

Block Time	Hourly Rate	PRICE
100 Hours	Please call for rates	Please call for rates
Weekly Commitment	Taxes Apply	Monthly Rate

Note: Service performed outside of normal business hours (8:00AM to 5:00PM Monday thru Friday) is deducted from the Block at time plus one half hours for every hour of work. Payment for Preferred Service can not be substituted for products or third party service fees. All payment programs are subject to 1% per month interest or 12% per annum and interest commences from the date of invoice. Overdue accounts will not receive service under this program. See the attached sheet for additional program benefits. Additional restrictions apply.

Approved: _____ Date: _____